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PATENT  
ATTORNEY DOCKET  
NO. 99P7424

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Crouch, et al.

Serial No.: 09/232,749

Filed: January 15, 1999

Title: QUEUE AS CALLABLE ENTITY  
IN IP TELEPHONE SYSTEM

Group Art Unit: 2664

Examiner: Tran

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By:   
Jeanette L. Taplin

AMENDMENT

Commissioner for Patents  
P.O. Box 1450  
Arlington, VA 22313-1450

Dear Sir:

In response to the Official Action mailed July 16, 2003, please enter the  
following amendment:

**Amendments to the claims begin on the following page.**

**Remarks begin on page 6.**